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## **GENERAL (LEVEL III) TRAUMA FACILITY APPLICANTS** **PROCEDURE FOR UTILIZING NON-DEPARTMENTAL SITE** **SURVEYORS**

1. After receiving “ready for survey” notification from the Bureau of Emergency Management (Bureau), arrange for one physician surveyor and one nurse surveyor (from the list of TDH-approved surveyors) to conduct a survey of your hospital. You will be responsible for the surveyors’ travel expenses and honorarium.

**Note: According to the Trauma Rules, a surveyors should come from a public health region and trauma service area outside a hospital's location and reside/work at least 100 miles from the applicant hospital. There should be no business or patient care relationship between the surveyors and/or the surveyors’ place of employment and the hospital being surveyed.**

**Note: A hospital may contract with more than two surveyors if it so chooses.**

2. Notify the Bureau office of the contracted surveyors’ names and the survey date. Our office will approve your selection and send a copy of your application packet and our review to the surveyors.
3. The contracted surveyors will conduct the site survey on the agreed date.

**Note: The Bureau may elect to send an observer to the survey. If it does so, the Department of Health will reimburse the observer's expenses.**

4. The contracted surveyors will write a report of the survey findings and send that site survey report to the hospital within 30 calendar days.
5. To continue the designation process, **the hospital must submit a complete copy** of the site survey report to the Bureau, including signatures of the surveyors (see “**Designation Process Following The Survey**”).
6. The Bureau will review the site survey report and make a recommendation to the Commissioner of Health regarding designation.

## **DESIGNATION PROCESS FOLLOWING THE SURVEY**

1. If a hospital wishes to continue the designation process, the complete survey report, including patient chart reviews, must be submitted to the Bureau within six months of the date of the survey. **Any additional information the hospital would like the Bureau to consider may also be submitted.**

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2. The survey report is reviewed in depth and a recommendation is made to the State Trauma System Director.
3. The State Trauma System Director then reviews the survey report along with the Designation Coordinator's recommendation and makes a decision as follows:
  - a. Recommend designation to the Commissioner (essential criteria are met; no/rare quality of care issues; hospital may be required to schedule a site review or submit modifications).
  - b. Require additional work before recommending designation (one or two essential criteria not met, such as not downloading data to the state, no standards of care, a piece of equipment not available; no/rare quality of care issues).
  - c. Require a Focus Survey before recommending designation (essential criteria are not met and/or quality of care issues).
  - d. Require a complete new survey (most of the essential criteria are not met and quality of care issues).
4. A hospital may submit additional documentation to either clarify the surveyors' findings or address the issues identified; the Bureau will consider all information submitted.
5. If a hospital disagrees with the findings, a secondary review by the Designation Review Committee may be requested.
6. If the secondary review findings differ from the Bureau's, the entire file is sent to the Deputy Commissioner.
7. Ultimately, if designation is not approved, a hospital may request a hearing.